

S E C R E T

4 December 1970

MEMORANDUM FOR: Mr. Lawrence Houston

SUBJECT: NSA Complaint Reports to the CSC

REFERENCE: CSC FPM 713-C-1, May 29, 1970

1. Apropos of our discussion about complaint reporting to the CSC, I thought you might like to have in hand the procedures used by NSA as I recall them from my conversation with the NSA representative at a recent CSC conference on EEO.


2. For pre-complaint cases, NSA adheres to requirements for quarterly reports with regard to the number of cases by type (race, etc.) and allegation (failure to promote, etc.). I believe they do not answer the question as to whether remedial action was taken.

3. For complaint cases, NSA's General Counsel has drawn up a format for monthly reports which restricts them primarily to statistical information, e.g., the number of complaints on hand, received and closed during the month, by type and allegation. NSA does not answer several items requested by the CSC on the report form, namely, name of the complainant, remedial action taken, nature of disposition of the complaint, amount of time used in various steps in the process, etc. NSA merely notes that a case has been closed without further explanation.

4. I have not filed monthly reports on the one complaint case I noted on my third quarter report to the CSC, for which they have asked. As you know, Col. White told me to defer all reports until we had made some overall decisions on reporting made outside of the Agency. NSA's procedures may be of some help in our deliberations.

5. NSA's internal handling of a complaint is also of interest. If a case goes through the complaint stage, NSA communicates in writing with the complainant. Investigation findings are sanitized and given to their Security Office for checking. Copies of all items are then given to the complainant, and a comparable file is kept by the EEO officer. In the one case NSA thought was going into the appeal stage (it was subsequently withdrawn), CSC provided a hearer from DIA who had a clearance comparable to those used in NSA.

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Ruth E. Gillard  
Director, EEO

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